

TRANSMITTAL FOR U.S. PATENT APPLICATION  
UNDER 37 CFR §1.53(b)

**MAIL STOP Patent Application**  
COMMISSIONER OF PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Attorney's Docket: 062891.1234

Sir:

Transmitted herewith for filing is the original patent application of:

Inventors: Shmuel (nmi) Shaffer

For: METHOD AND SYSTEM FOR AUTOMATIC CALL  
DISTRIBUTION BASED ON LOCATION INFORMATION FOR  
CALL CENTER AGENTS

**Pursuant to 37 C.F.R. § 1.213(a), Applicants respectfully request that the above-identified patent application not be published under 35 U.S.C. § 122(b). Applicants hereby certify that the invention disclosed in the above-identified application has not been and will not be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.**

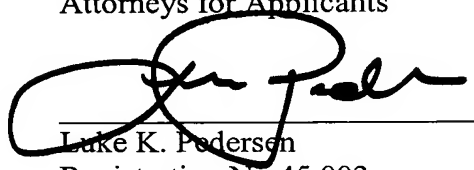
Enclosed are:

- (1) 47 pages of Specification, Claims and Abstract;
- (2) 4 pages of Executed Declaration and Power of Attorney;
- (3) 4 pages of Formal Drawings;
- (4) 4 pages of an Assignment of the invention to Cisco Technology, Inc.;
- (5) 2 pages of separate cover sheet in compliance with 37 C.F.R. § 3.28 and § 3.31 is included with an Assignment recordal fee of \$40.00 pursuant to 37 C.F.R. § 1.21(h);
- (6) 1 page Certificate of Mailing by Express Mail;
- (7) 1 page Nonpublication Request Under 35 U.S.C. § 122(b)(2)(B)(i); and
- (8) 1 page Information Disclosure Statement with attached 1 page PTO-1449 form and no attached references; and
- (9) This Transmittal Form with attached patent application filing fee in the amount of \$1,884.00.

FEE CALCULATION					FEE
	Number		Number Extra	Rate	Basic Fee \$770.00
Total Claims	58	20	38	X \$18 =	684.00
Independent Claims	8	3	5	X \$86 =	430.00
TOTAL FILING FEE =					\$1,884.00

Enclosed is a check in the amount of \$1,884.00 for filing fee. Please charge any additional fees or credit any overpayment to Deposit Account No. 02-0384 of Baker Botts L.L.P.

BAKER BOTTS L.L.P.  
Attorneys for Applicants

  
\_\_\_\_\_  
Luke K. Pedersen  
Registration No 45,003

Date: 3/3/04

CORRESPONDENCE ADDRESS:

Customer Number:

**05073**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer et al.  
Date Filed: March 3, 2004  
Title: METHOD AND SYSTEM FOR AUTOMATIC  
CALL DISTRIBUTION BASED ON  
LOCATION INFORMATION FOR CALL  
CENTER AGENTS

**MAIL STOP: PATENT APPLICATION**

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Patent Application (47 pages, including Specification, Claims, and Abstract), Declaration and Power of Attorney, 4 sheets of formal Drawings, Fee Transmittal, a check in the amount of \$1,884.00 to cover the application filing fee, Assignment, Assignment Cover Sheet, a check in the amount of \$40.00 to cover the cost of recording the assignment, Nonpublication Request, Information Disclosure Statement, PTO-1449 form, and this Certificate of Mailing are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on this 3rd day of March, 2004 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

  
\_\_\_\_\_  
Willie Jiles

**Express Mail Receipt**  
**No. EV EV 324646477 US**  
Attorney's Docket: 062891.1234

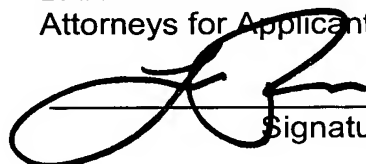
<b>NONPUBLICATION REQUEST UNDER 35 U.S.C. 122(b)(2)(B)(i)</b>	First Named Inventor	Shmuel (nmi) Shaffer
	Title	
	Atty Docket Number	062891.1234

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing.

I hereby request that the attached application not be published under 35 U.S.C. 122(b).

3/3/04  
Date

BAKER BOTTS L.L.P.  
Attorneys for Applicants

  
Signature

Luke K. Pedersen  
Typed or printed name  
Reg No. 45,003

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant must notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**

Burden Hour Statement: This collection of information is required by 37 CFR 1.213(a). The information is used by the public to request that an application not be published under 35 U.S.C. 122(b) (and the PTO to process that request). Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This form is estimated to take 6 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.